GOAL FOUR

Provide and manage resources to align with North Dakota University System's strategic goals.

STRATEGIES

- Identify new resources or re-purpose existing resources to enhance current services or initiate new services.

- Provide professional staff to meet North Dakota University System needs.

In order for higher education institutions in North Dakota to remain competitive and to offer support for students, faculty and staff, we must provide and manage resources to align with the North Dakota University System's strategic goals. To "keep our eye on the ball," we watch industry developments as we work to anticipate campus needs for new services and then develop the skills and facilities to provide those services. Where possible we transform existing offerings rather than radically altering the technology environment, building on our strengths in the most effective manner possible. We regularly evaluate the efficiency, quality and productivity of our technology services within the North Dakota University System, and analyze the success of the current offerings. After we've reviewed the use and effectiveness of our efforts, we enhance the most attractive services and drop ineffective ones. This allows people to continuously become more productive. For example, future system enhancements may include increased attention to additional system-wide or state-wide software site licenses, the potential for broader use of a common e-mail address and format, the possibility of branching into portal services and the addition of auxiliary systems to take advantage of the initial implementation of ConnectND.

"For North Dakota to become a player in the digital economy, the state needs a highly trained work force to attract new businesses and provide technical support to existing businesses."

At times, being a service provider in the higher education environment can be challenging. The need for campuses to retain a unique mission as well as nurturing entrepreneurial behavior means the common services we provide must be malleable into different environments, yet robust enough for a production environment serving over 60,000 people each year. Of course, none of this is possible without a trained, professional staff that meets the needs and requirements of our campuses. No state agency within any state can successfully deliver technology services without highly skilled, trained professionals who can educate and develop further projects. It is critical for our state to support a highly skilled workforce capable of developing and supporting the necessary infrastructure. This in a competitive environment where the number of technology positions in North Dakota is expected to grow by over 90 percent by the year 2005. We strive to offer better salaries, interesting jobs, and challenging careers. We continue to promote educational opportunities that bring new knowledge to North Dakota or help to tell others of the wonderful things we have done here.